I double-clicked on the link in the email I received to sign up for VRISM. I still can't access my account.

When you register for VRISM, you will receive **two emails**: one will be from a member of the VRISM team and will contain your user name and temporary PIN, and the other will be from health.vrism@TN.gov and will contain the link to register. When you receive the email from health.vrism@tn.gov, ONLY CLICK ON THE LINK ONE TIME. Unlike other links, you **cannot** double-click on this link.   For security purposes, the link becomes invalid after it has been clicked once. If you need another link sent to you, please contact the VRISM help desk at health.vrism@tn.gov or 1-855-874-7686.

How is the security of the system assured?

VRISM relies on a multi-tiered security system. After you enter your user name, you will be asked a security question. Next, you will be shown a security image. Finally, you will be asked to enter your password. The password must be have least 8 characters, one uppercase and one lowercase letter, one special character, one number, and not have the same character three times in a row.

What is the best browser to use for VRISM?

The system functions best in Internet Explorer.

What do I have to fill out?

Medical certifiers are responsible only for Tabs 7 through 11. A medical certifier must be an M.D. or D.O. with a valid license to practice medicine in Tennessee.

I don't know the time of the patient's death. What should I do?

If a date or time is unknown, enter 99/99/9999 or 99:99.

If I can't finish the certificate or if I need to get more information, can I save my work?

For security purposes, after fifteen minutes of inactivity, the system will close. In order to save a record without certifying it (for example, if there is inadequate information to complete Tabs 7 through 11), choose "Finish" then "Save (as Pending)". If the system closes and the "Save (as Pending)" box has not been selected, any information you have entered will not be saved.

How do I fill out Tab 8 (cause of death)?

Enter the cause of death. The record is designed to be read sequentially from top to bottom, with the underlying cause of death listed last. Only Line A is required to be completed, but as much information as is available should be provided. For example, Line A: end-stage renal disease; Line B: diabetic nephropathy; Line C: diabetes mellitus.

Do not cut-and-paste the cause of death from an electronic health record into Tab 8, as this may cause errors when the certificate is printed.

I am not a county medical examiner. Are there any deaths that I cannot certify?

On Tab 9, only county medical examiners may choose manners of death other than "Natural" or "Pending". If the death is related in any way to an identifiable injury or poisoning event, **regardless of the time elapsed between the injury and death**, the medical examiner for the county of death should be notified and should certify the record. In general, if a patient did not return to their pre-injury functional status, the death cannot be considered natural.

"Pending" should be reserved for those cases in which substantial information is lacking such that either the cause or manner of death cannot be determined at the time of medical certification, but will become available later (for example, if an autopsy is being performed but the report is not yet complete). When that information becomes available, a Delayed Diagnosis of Death form must be completed and signed by the original medical certifier within six months of the death.

If the manner of death is anything other than "natural" or "pending," contact the medical examiner for the county in which the death occurred. After the medical examiner accepts jurisdiction over the case, go to Tab 11, click "Decline to certify" and enter the reason for doing so when prompted. Click "Finish", then "Save (as Pending)". The case will no longer appear in your queue.

If you do not know the contact information for the county medical examiner, contact the Office of the State Chief Medical Examiner at 1-844-860-4511 between 8:00 AM and 4:30 PM Central Time. A list of county medical examiners is available at https://www.tn.gov/health/health-program-areas/oscme/county-medical-examiner.html. Electronic assignment of the case to the medical examiner is the responsibility of the initiator of the record (usually the funeral home).

What do I have to fill out on Tab 10?

Check to be sure that the information listed, including the address, is correct. If it is not, contact the VRISM help desk at health.vrism@tn.gov or 1-855-874-7686.

How do I transfer a case to another physician?

On Tab 11, select the receiving physician from the drop-down list. After you have selected the doctor, click the box next to "Click when assignment is complete". Click "Finish", then "Save (as Pending)". The case will no longer appear in your queue.

How do I certify a record?

On Tab 11, choose "Finish". The VRISM Warning screen will appear.

Any missing information on the part of the medical certifier will appear under the heading "ATTN: Medical Certifier". If the phrase "ATTN: Medical Certifier" does not appear, your portion of the record is complete. **However, the case is not yet certified.**

Select "Save (as Pending)" at the bottom of the warning page, then "Return to Record". Go to Tab 11, then select the box next to "Check when ready to certify", then click on "Certify". Click "Finish". The case will no longer appear in your queue.

I have certified the record but am unable to register it. What do I do?

Registering the record is the responsibility of the funeral home. The physician is only responsible for medical **certification** of the record. After you have certified a case, it will no longer appear in your queue.

How do I return to a case which has been saved but is not yet certified?

On the Main Menu page, choose "Death", then "New Death". Choose "Update", then enter your search parameters. Choose "Details", then scroll to the bottom of the page and click "Continue".

Can I certify a record before a funeral home has been chosen?

Yes. Contact the help desk at 1-855-874-7686 or health.vrism@tn.gov to have this function set up for you.

Last updated 07/05/2018

TN Department of **Health**

Help Desk 1-855-VRISMTN or 1-855-874-7686
health.vrism@tn.gov